



# Department of General Services

FY2016 Annual Report



**ONE DEPARTMENT WITH ONE MISSION**



**DELIVERING GREAT SERVICE**





Isiah Leggett, County Executive

# MESSAGE FROM ISIAH LEGGETT, COUNTY EXECUTIVE



WHEN I ESTABLISHED the Department of General Services (DGS) early in my administration it was to consolidate functions that provide essential services in support of other County departments. DGS leads Montgomery County’s redevelopment efforts, builds and maintains County buildings, manages real estate, and maintains one of the nation’s largest municipal fleets. Since its creation, DGS has demonstrated its high commitment to service to not only County departments and agencies but also to county residents.

General Services’ implementation of my Smart Growth Initiative has been exceptional and culminated in the opening of the state-of-the-art Public Safety Training Academy. The Smart Growth Initiative involved partnering with the private sector to leverage the value of county-owned land in growing and vibrant locations on which old facilities existed in order to construct modern, efficient public facilities elsewhere, while replacing the old buildings with new commercial and residential development. This dual benefit of better public facilities and private development produced much needed jobs during the recession, ensures long term economic sustainability, and delivers modern residential areas that include high levels of affordable housing.

Under my administration, DGS constructed more than 40 public facilities and renovated more than 20 existing buildings. This exceeds any prior growth experienced in Montgomery County; and all this occurred during the second greatest economic challenge in our nation’s history. In doing this, we attracted more competition and benefited from far lower construction pricing than during a more robust economy.

DGS’ successful 2016 efforts also included my plan to bring long term economic development to the East County. Chief among this is the new Viva White Oak public-private development that combines county and private land into a 280-acre life science campus. Also in

2016 we broke ground on the Good Hope Neighborhood Recreation Center, which represents the fulfillment of a promise I made in 2007 to rebuild long-neglected recreation centers, including Scotland, Ross Boddy, Plum Gar and Ken Gar, in traditionally minority and economically disadvantaged neighborhoods.

Yet another outstanding aspect of the General Services portfolio is maintaining one of the nation’s largest municipal fleets, which was recognized by the American Public Works Association in 2016 as the third best fleet in the nation, and first among larger fleets. One indication of the DGS Fleet’s high performance is that it has maintained a 98% equipment readiness during some of the most challenging winter weather events this region has faced.

My congratulations to the Department of General Services for consistently meeting its commitment to *Deliver Great Service!*

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# WELCOME MESSAGE

## DAVID E. DISE, DIRECTOR



David E. Dise, Director

EVERY STAFF MEMBER OF the Department of General Services dedicates their time and energy to deliver great service to the County departments and agencies we support and the public we serve. As you will see abundantly demonstrated in this 2016 Annual Report, this commitment to service is demonstrated in a wide variety of ways, by a diverse and talented team of public servants.

Over the past year, DGS staff responded to emergencies and other incidences involving County buildings and properties, continued County Executive Leggett's remarkable legacy of delivering new public facilities such as fire stations, police stations, libraries, and recreation centers, earned recognition as the third best municipal fleet maintenance operation in the nation (first among large fleets), made significant advancements in an aggressive campaign to improve environmental sustainability of County buildings and fleet, and introduced award winning technology innovations in the County's print and mail operations.

Another observation you will make is just how "general" General Services is. The photos, text and statistics underscoring these functions will be surprising. While some DGS activities are visible, such as the construction and maintenance of buildings, others may be unknown to most people. In the past year, DGS opened several new and renovated buildings. However, in this same period records

management staff scanned over 1.3 million record images and shredded a quarter million pounds of obsolete documents. Facilities staff responded to over 1,900 unanticipated emergencies at all hours in the wind, rain and snow, to make sure libraries, recreation centers and pools are open and ready when needed.

Throughout all that we do, whether maintaining vehicles, designing and constructing buildings, performing interior and exterior maintenance, or managing copier services, we bear in mind our responsibility to be stewards of the environment and to ensure our services are accessible to all residents. DGS routinely and successfully strives to lessen our environmental burden and improve efficiencies in the process. This is manifest in our aggressive and successful efforts to: install solar energy panels on buildings, significantly reduce fleet emissions, introduce electric vehicles and charging stations at County buildings, include active and passive environmental measures in building designs, and purchase energy from renewable sources. The DGS Americans with Disability Act (ADA) Compliance Team implements the County's core commitment to ensuring its programs, services, activities, and facilities are accessible to people with disabilities.

I know you will be as impressed by this annual summary of our accomplishments, as I am impressed every day by the dedication of all 425 DGS employees to *Deliver Great Service!*



### MISSION STATEMENT

The Department of General Services proactively serves the diverse business and service requirements of all County departments, providing a single point of government to government service, enabling departments to successfully complete their respective missions and, thereby, adding value to the services performed by Montgomery County to county residents.

## DGS AT A GLANCE

## ONE DEPARTMENT

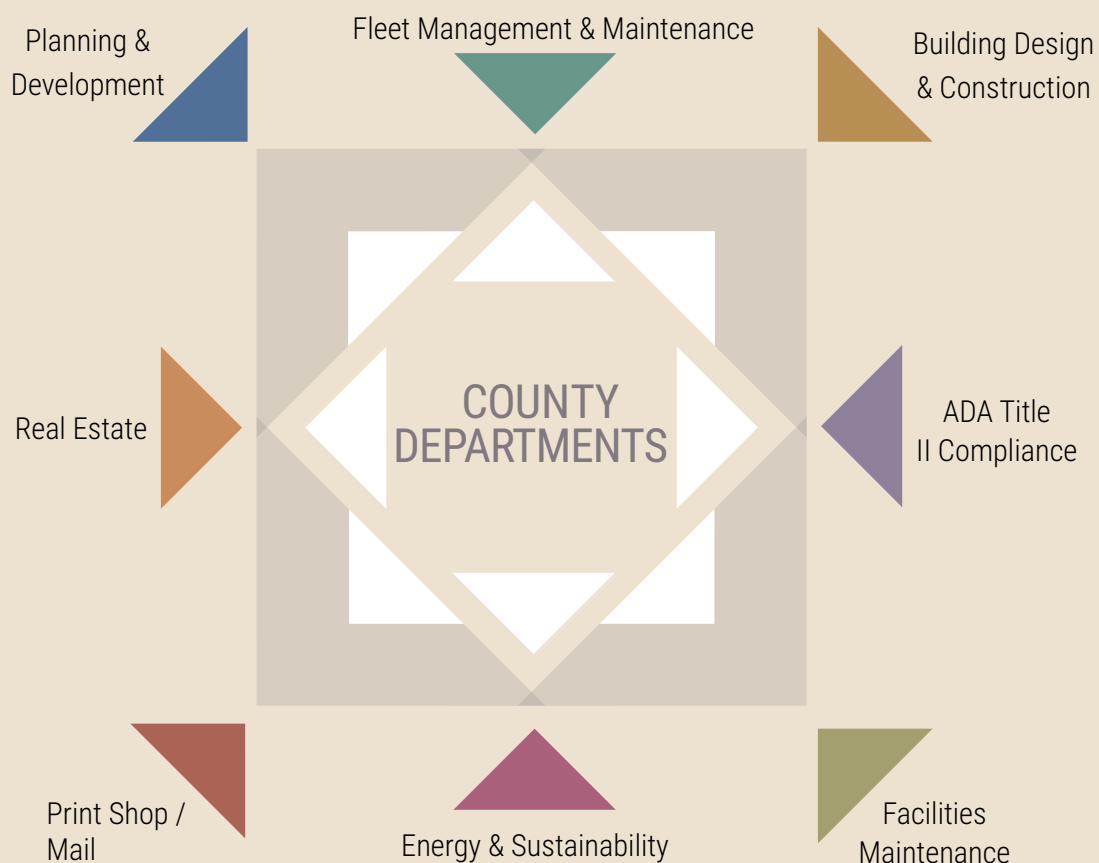
## ONE MISSION:

- Perform preventive maintenance, repair, and groundskeeping for **435 County-owned** and County-leased facilities.
- Salt, sand, plow and remove snow for **8.0 million square feet** of parking lots, and **400,000 linear feet** of sidewalks during snow season.
- A self-funding Fleet Management operation of **\$77.82 million**, providing comprehensive fleet acquisition preventive maintenance, repair services, and acquisition for a fleet of **3,231** public safety and general administrative vehicles, snow plows, buses, dump trucks and other equipment.
- Maintain a fleet of **1,185** alternative fuel vehicles within a total fleet size of 3,231.
- Lead the County's efforts to install solar and other clean energy technologies on County facilities via the Office of Energy and Sustainability. Awarded **\$1.8 million** since 2013 from the Maryland Energy Administration for energy conservation and fleet fuel savings initiatives.
- Provide comprehensive real estate services from an assessment of requirements to acquisition of leases and necessary buildout. Manage an inventory of **890,266 square feet** of leased space for County programs.
- Provide for the County's comprehensive mail and graphics requirements in an environmentally productive manner. The Printing and Mail program has saved **40 trees**, **1.67 million gallons of water** and reduced **38,781 pounds of carbon dioxide** by implementing eco-friendly practices.
- **84 projects** under various phases of design, construction and project management within the Division of Building Design and Construction (DBDC).
- **\$400 million** of Smart Growth projects completed.
- A self-funding Print and Mail operation of **\$7.91 million**, providing mail and graphics services to facilitate County programs.
- **Seven grand opening** ceremonies for new County facilities (see page 7).
- **Five LEED Gold** and **six LEED Silver Certifications** achieved/in-progress in construction projects.
- Lead the County's compliance with the American with Disabilities Act (ADA) in agreement with the Department of Justice (DOJ). The ADA Compliance program has completed remediation work on **38 of the 83 facilities identified**, a 46% achievement. In addition, another **25 facilities**, 30%, are under remediation.
- Provide for the County's records management requirements, storing **3,731 boxes of documents** in FY16 and shredding **1.2 million pounds of paper**.
- FY16 department complement: **425 employees**.
- Resource investment: **\$26.94 million** via the General Fund.



# DELIVERING GREAT SERVICE

## DGS Programs—Provide a Single Point of Government to Government Service



# A RESPONSIVE AND ACCOUNTABLE COUNTY GOVERNMENT



Winter storm "Jonas" street snow clearing



Martin Luther King, Jr., Aquatic Center water heater repairs

## DGS CORE VALUES

THE DEPARTMENT OF GENERAL SERVICES comprises many and diverse functions sharing a common and critical mission: providing services to Montgomery County departments and offices that enable them to serve the public. Our departments set and meet the highest standards for service and delivery. DGS contributes directly towards the County Executive's objective for "a responsive and accountable County government." Five core values distinguish our approach:

- **GOVERNMENT EFFICIENCY** — As stewards of County resources, our department ensures facilities, fleet, construction, real estate, and community assets operate cost effectively and efficiently. We provide 24/7 critical support services for Montgomery County government programs, buildings and properties, coordinate County-wide business support services, and ensure efficient operations.
- **CUSTOMER-FOCUSED SERVICE** — Meeting the needs of all our citizens is essential. DGS departments have set and continue to meet high performance standards for asset maintenance, service delivery, and building design and construction. We lead the County's efforts to make our buildings, programs and services accessible to all, implementing ADA improvements and accessibility.
- **ENVIRONMENTAL SUSTAINABILITY** — DGS' goals are to reduce the environmental impact of government operations. The mission of our Office of Environment and Sustainability is to ensure that Montgomery County operations adhere to the highest standards of sustainability, integrate assessment of environmental impacts into decision-making and maximize resource conservation at every opportunity.
- **COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION** — Our divisions work with communities from planning to ground-breaking through construction and maintenance to engage citizens and assure building design reflects the neighborhood character. DGS is committed to preserving community character, our county history, and archives while Montgomery County continues to grow.
- **PRIVATE-PUBLIC PARTNERSHIPS** — The department leverages County assets and works with development partners in the private sector to design and construct County facilities using fewer public dollars. Assets are designed and constructed to meet the needs of the County and the community thereby enriching local communities.



# DGS AWARDS & ACCOMPLISHMENTS

## Grand Openings of new County facilities

# 7

- Colesville Depot
- Dennis Avenue Health Center
- Hillandale Fire Station #12 Roof Replacement
- Kensington Park Library Refresh
- Silver Spring Library
- Twinbrook Library
- Western County Pool



Twinbrook Library



Dennis Avenue Health Center



Western County Pool



## Awards

- Silver Spring Library—Awarded Association of General Contractors Excellence in Construction
- Silver Spring Library—Design Excellence Award from the NAIOP (Commercial Real Estate Development Association)
- Silver Spring Library—Maryland-National Capital Park & Planning Commission Design Excellence Award
- Montgomery County Online Print Shop received 2016 National Association of Counties (NACo) award
- Received a National Association of Counties (NACo) Award: Strathmore Concert Hall Humidification/HVAC Systems Performance Upgrade
- National Association of Counties (NACo) Award Installation of Solar and Advanced Energy at County Facilities
- Office of Energy and Sustainability received a Smart Energy Community Award certification from the Maryland Energy Administration
- LEED Gold Certifications achieved for the construction of the Montgomery County Public Schools Food Service Facility and the Colesville Depot.

## 7 Solar Projects

completed totaling 1.6 megawatts (MW) in capacity. The County's overall initiative, substantially completed in FY17, will include over 16 projects totaling 11 MW of solar energy, reducing County energy costs by a \$15 million over the next 20 years.



Rockville Library Solar Panels

**5 Gold  
6 Silver  
LEED Certifications**  
achieved and/or in progress in construction.

LEED™ stands for Leadership in Energy and Environmental Design, and is a voluntary, consensus-based, market-driven green building rating system.

# 100%

MC311 service requests met service level agreement response deadlines



one department with one mission: delivering great service



"Winter Storm Jonas" Plum Gar Community snow clearing

**FROM JANUARY 22–24, 2016**, a major blizzard traveled across the southeastern United States and into the mid-Atlantic region. Named "Winter Storm Jonas" by The Weather Channel, the storm ranked as a category 5 "extreme" snow event by the Regional Snowfall Index. The storm produced as much as 38 inches (over 3 feet) of snow in Montgomery County over the weekend. For perspective, Montgomery County averages 22 inches of snow per year.

Winter Storm Jonas exemplifies DGS divisions working together efficiently to provide exceptional customer service and emergency response to get the county back to work to serve our citizens.

DGS leadership oversaw staffing and DGS logistic response during the entire emergency. Division Chiefs and teams worked together to provide logistical support and staffing to open government buildings and public facilities as soon as possible.

Fleet Management Services ensured the availability of snow removal equipment and adequate fuel supplies to County departments to respond to the emergency and provide mobile fueling for the National Guard. Additionally, DGS maintained a ready inventory of electric charging stations for public safety vehicles and residential usage.

Teams surveyed storm damage to assess damage to buildings, including the historic Red Brick Courthouse.

#### RESULTS: BY JANUARY 26, 2016

- ▶ 86% of County facilities were ready to resume operations
- ▶ 13% were in progress
- ▶ Less than one percent not ready for operations.

#### RESULTS: BY JANUARY 27, 2016

- ▶ 100% of the County facilities were accessible and ready for operations.

**Facilities Maintenance removed snow from County government parking lots, sidewalks and handicap accessible ramps to open the government as quickly as possible. Facilities Maintenance staff were on active duty from January 22 to January 26, 2016 to respond to roof and structural damage and ensure the availability of power supply to critical facilities.**



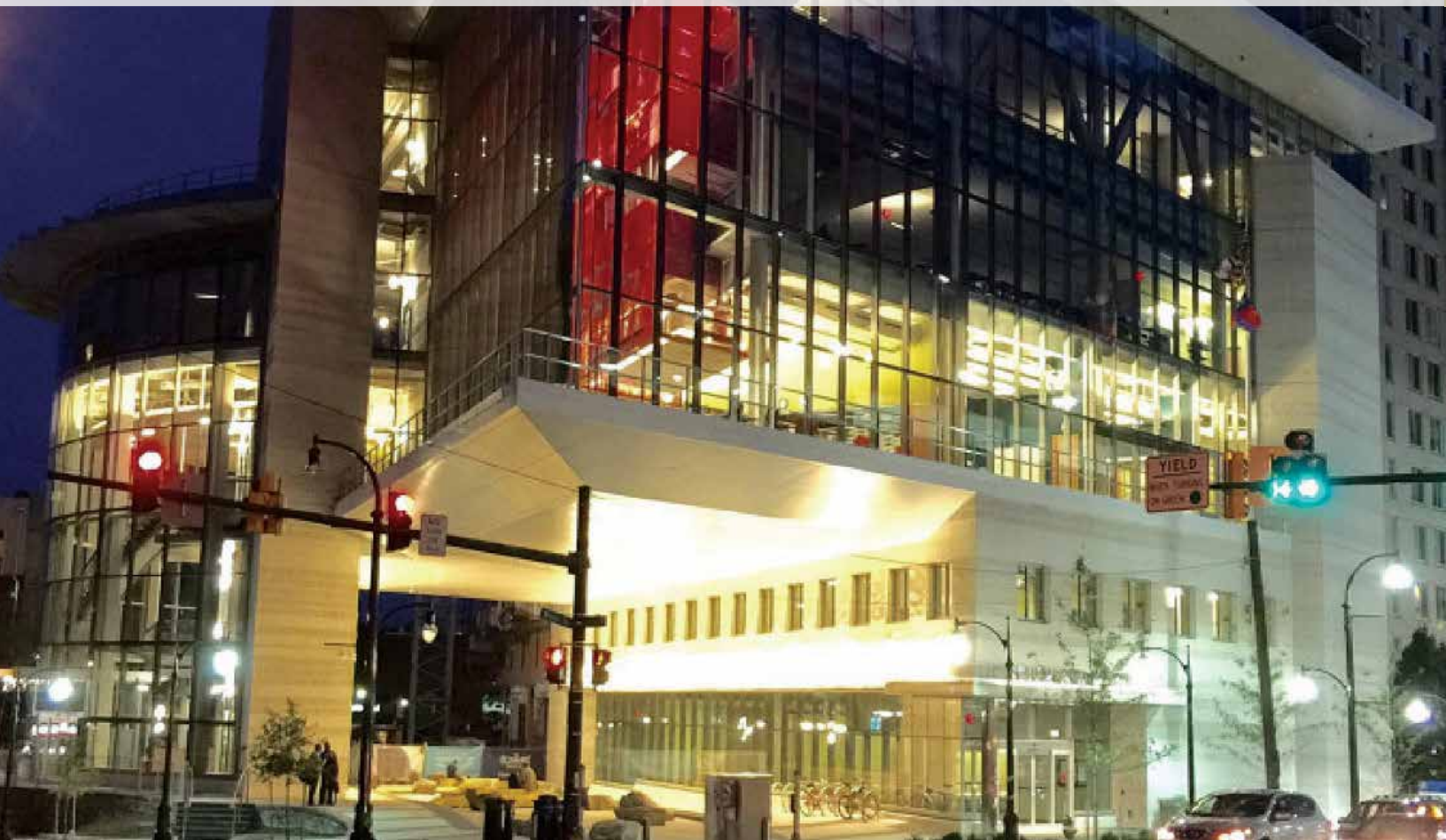
# DGS IN ACTION

## WINTER STORM "JONAS"

- ▶ Fleet Management Services ensured over 250 pieces of trucks and heavy equipment were available and operational to plow snow to clear more than 5,000 lane miles of county roads.
- ▶ Fleet Management Services maintained a 98% snow equipment availability rate during the storm, processing 249 service repair orders and returning 42% of the vehicles back into service in less than three hours.
- ▶ Fleet Management Services provided 35 four-wheel drive vehicles to County departments for use during the snow event.
- ▶ Fleet Management Services readied the Transit bus fleet to put the County back to work. Provided 10 buses to support building evacuations.
- ▶ Facilities Maintenance responded to urgent Emergency Operations Center (EOC) requests to clear fire stations, police abandoned vehicle lot, sidewalk/parking lot clearing of Bohrer Park designated as an emergency shelter and facilitated the return of 125 cots from a local hospital to the Red Cross warehouse.
- ▶ Facilities Maintenance deployed 106 employees in six satellite operational areas plus its headquarters.



# GOVERNMENT EFFICIENCY



Silver Spring Library



# GOVERNMENT EFFICIENCY



Montgomery County Public School (MCPS) Food Facility construction.



DGS DIVISIONS WORK TOGETHER to fulfill the County's objective to provide "a responsive and accountable County government." Our divisions act as stewards of County resources, working to eliminate waste, use resources efficiently, and deliver exceptional service and accountability.

- ▶ **Maintain 435 County-owned and County-leased facilities, over 10,000,000 sq.ft. of institutional space**
- ▶ **24/7 operation manages 23,426 work order requests, achieves closure rate of 94%**
- ▶ **Effectively responded to 1,891 incidents, non-planned situations that impact facilities' operations**
- ▶ **Manage 87 Building Automation Systems**
- ▶ **Clear 8,000,000 sq.ft. of parking lots and 400,000 linear feet of sidewalks at 210 facilities during snow season**

Our Facilities Management division demonstrates government efficiency, operating 24 hours a day/7 days a week to maintain facilities and keep them in optimal operating condition. Services include preventive and corrective maintenance for plumbing, electric and heating, ventilation and air conditioning (HVAC), management of building automation systems (BAS), integrated pest management, landscaping, snow removal, custodial services, elevator maintenance, groundskeeping, locksmith work, emergency clean-up and remediation.

Our teams ensure facility readiness even under unforeseeable conditions. Fiscal Year (FY) 2016 challenged DGS with 1,891 incidents that we successfully managed, including a major sprinkler failure with extensive water damage at Strathmore Music Hall, hot water heater replacement at MLK Swim Center, Public Safety Headquarters chiller had to be rebuilt on an emergency schedule before the summer months, and the Olney Library main sewer line stopped up several times and had to be dug up and replaced due to separation of piping sections.

Facilities Management completed the first ever site mapping of County facilities that require snow removal covering over 210 county facilities. The site map provides valuable information to facilitate competitive contractor pricing for snow removal and helps achieve optimum productivity.



# GOVERNMENT EFFICIENCY

GOVERNMENT EFFICIENCY MUST BE complemented with outstanding customer-focused service. We continuously improve our processes and operations to improve customer satisfaction and measurable performance. The following initiatives are in progress:

- Develop and implement a comprehensive asset inventory to efficiently plan equipment maintenance and replacement and account for assets. We will use state of the art technology to integrate the asset database with the existing Oracle work order system to more accurately assign work priorities.
- Implement a virtual work order management system that allows customers to upload service requests directly from their phones including critical location (GIS) information and photos. The system will provide better tracking and data for service history queries and maintenance investment analysis.
- Implement a virtual library through the Facilities Information Management System (FIMS) to serve as a repository of all facilities' related documents.

## AWARDS & RECOGNITION



- **Received a National Association of Counties (NACo) Award for Humidification/HVAC Systems Performance Upgrades at the Strathmore Concert Hall. The upgrades extend the life of the system critical to the concert hall, provides an ideal temperature for patrons, and maintains correct humidity levels to preserve the interior wood paneling structures.**
- **Achieved a perfect score from the Office of Emergency Management and Homeland Security (OEMHS) for the department's Continuity of Operations Planning (COOP) status for completeness and compliance with recommended content guidelines, reflecting departmental preparedness to continue operations during an emergency.**

## CAPITAL IMPROVEMENT PROGRAM (CIP) PROJECTS

Facilities Management leads six Level of Effort initiatives under the County's Capital Improvement Program (CIP) from roof replacement, to parking resurfacing, overhead door replacement, and elevator upgrades. With FY16 aggregate appropriation of \$25 million, DGS began over 34 major renovation/restoration projects, and completed 21 while 11 are in progress.

### 21 completed CIP projects

**Fire Alarm Replacement:** Signal Shop, 1301 Piccard, Davis Library

**Parking Lot Resurfacing:** Public Safety Headquarters (PSHQ), Old Silver Spring Library, McDonald Knolls

**Roof Replacement:** Holiday Park Senior Center, American Film Institute, 4D Police Station, Council Office Building

**HVAC improvements:** Potomac Library rooftop unit replacement, Longwood Recreation chiller replacement

**Renovations:** PSHQ Cafeteria, Fleet Street Houses, Warrants Office Trailer, Fire Station #22 drainage system, Montgomery County Correctional Facility water heater, Grey Brick Courthouse boiler replacement, Kensington Park Library

controls upgrade, Strathmore lighting retrofit, Kennedy Shriver Aquatic Center lighting retrofit

### 11 CIP projects in progress

**Roof Replacement:** PSHQ, Kidstop Daycare, Pre-Release Center

**HVAC improvements:** PSHQ, Alternate Emergency Communications Center (AECC)

**Renovations:** PSHQ elevator modernization, Upcounty Regional Services envelope repair, Public Safety Communications Center hydrogen detectors, Fire Station #1 overhead door replacement, Holiday Park Senior Center elevator renovation, Emergency Communications Center/AECC monitoring system

# GOVERNMENT EFFICIENCY



County leased property for multiple agencies



Records Management and Imaging

THE OFFICE OF REAL ESTATE acquires, disposes and leases space to enable County departments to perform their missions. This office negotiates rental leases to achieve savings and improve our efficient use of available buildings, office space and facilities to deliver County services.

## ACCOMPLISHMENTS/HIGHLIGHTS

- Facilitated consolidation of certain functions to include Montgomery County Police Department (MCPD) and Montgomery County Fire and Rescue Services (MCFRS) into a joint facility eliminating three more expensive leases and saving the County \$577,600.
- Achieved a projected lease savings of \$3,042,000 over ten years by consolidating seven more expensive leases into a joint-use building for Health and Human Services (HHS) and other agencies at 1401 Rockville Pike. This consolidation allows Montgomery County Public Schools to reopen the Hungerford Elementary School building as a public school and the Council expansion in the Council Office Building (COB).

THE DIVISION OF CENTRAL SERVICES provides efficient, centralized business support services for the day-to-day administrative functions of DGS, and coordinates County-wide business support functions. These include oversight and management of: budgets and financials, information technology, human resources for DGS personnel, contracts and procurement, and records management. DGS operates a printing and mail program that provides timely and efficient document management services to County government.

OUR MONTGOMERY COUNTY PRINT SHOP strives to meet the highest levels of government efficiency, while providing outstanding customer service and reducing the environmental impact of print and mail.

## AWARDS & ACCOMPLISHMENTS



- ▶ **Montgomery County Online Print Shop received a 2016 National Association of Counties (NACO) award, for an e-Commerce platform that allows customers to order printing needs from their desktop. The program registered 663 County users processing over 10,000 transactions in FY16.**
- ▶ **DGS received a 2016 NACO award for the Multifunction Printers (MFP) initiative. Through FY16, DGS installed a network of 544 multifunction printers across the County. This program continues eco-friendly practices that are good for the environment and County.**

### Multifunction Printers by the numbers:

- ▶ **Eliminated more than 980,000 pages being printed (626,780 pages deleted; 351,047 pages expired),**
- ▶ **Saved or reduced more than 1,675,632 gallons of water, 38,781 lbs. of carbon dioxide and 40 trees.**

### Records Management and Imaging

- ▶ **Completed 3,381 imaging jobs**
- ▶ **Scanned 92,303 pages**
- ▶ **Received 3,731 boxes of documents, Destroyed 6,087 boxes**
- ▶ **Retrieved 3,360 record requests**
- ▶ **Shredded 1,236,289 lbs.**



# CUSTOMER FOCUSED SERVICE



ADA remediation work was completed at the Noyes Children's Library which was founded in 1893.





# CUSTOMER FOCUSED SERVICE



An accessible playground that meets the new ADA requirements for recreational facilities. The playground is located at the White Oak Community Center in Silver Spring.



The County repainted the lines to define a wide enough ADA parking space. The newly van-accessible space, at the left, is 11 feet (132 inches) wide, with a 5-foot (60-inch) access aisle on the right.

CUSTOMER FOCUSED SERVICE MEANS that DGS divisions focus on the needs of all county residents. DGS divisions have established and continue to meet high performance standards for fleet maintenance, service delivery, and building design and construction.

We lead the County's efforts to make our buildings, programs and services accessible to all, including ADA improvements and accessibility.

## ADA COMPLIANCE

- The Americans with Disabilities Act (ADA) is a civil rights law that guarantees equal opportunities for individuals with disabilities in public accommodations and in government programs. Our ADA Compliance Program assures that Montgomery County complies with Title II of the ADA by making the built environment and County programs accessible to all individuals with disabilities and provides compliance services including employee training, technical assistance and complaint resolution.
- DGS, in collaboration with the Office of Human Resources, developed and implemented an on-line computer based training course on the Title II of the ADA and providing accessible government services.
- DGS completed significant ADA remediation, including installing a wheelchair ramp at The Noyes Children's Library.

Kennedy Shriver Aquatic Center pool lift



# CUSTOMER FOCUSED SERVICE



Heavy Equipment Shop



Transit Maintenance



Small Transit Shop

FLEET MANAGEMENT SERVICES PROVIDES a comprehensive fleet management program that responsibly meets the needs of our County customers, leading through best practices, environmental stewardship and sustainability. We strategically plan, maintain, acquire, and dispose of County fleet vehicles and equipment, providing the highest level of cost effective and efficient fleet operations, ensuring transparency and accountability through a dedicated, highly trained, and certified fleet staff.

- Fleet Management was named the #3 “leading” public fleet in the United States by Government Fleet Magazine and the American Public Works Association (APWA).





# CUSTOMER FOCUSED SERVICE

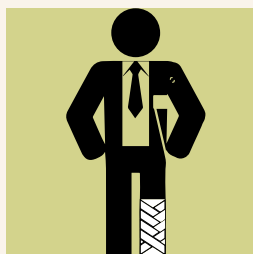


## FY16 ACCOMPLISHMENTS/HIGHLIGHTS

- ▶ **Fleet Management Services improved heavy equipment and transit bus reliability by 41% and 28% respectively.**
- ▶ **Fleet Management Services improved transit bus preventive maintenance and reliability, increased preventive maintenance compliance to 90%, 10% higher than Federal Transit Administration (FTA) standards and increased fleet reliability by 28% from FY15.**
- ▶ **Updated three major systems for the County's new transit buses.**
  - » **Brake system—Conversion from drum to disc brakes, provides 56% increase in brake life and 40% reduction in brake maintenance time.**
  - » **HVAC—Converted the air condition system from a mechanical to a fully electric system. This increases fuel economy by 3% and a new wireless maintenance software reduces diagnostic time.**
  - » **Starting system—Installed an ultra-capacitor starting system. This innovative system stores battery voltage to ensure the bus starts at all times, reducing replacement batteries and labor.**
- ▶ **Advanced Technology Vehicle Contract—DGS was awarded the region's first advanced technology vehicle contract. This innovative contract enables the County to purchase any class 1 to class 8 fleet vehicle and specify electric or alternative fuel source (battery, hybrid drive, CNG, hydrogen) to replace the work of an internal combustion engine.**

## Fleet Management by the Numbers

11	Vehicle Maintenance Facilities
31	Fuel Sites
117	Fleet Maintenance Technicians
33,862	Service Work Orders Processed
19,560	Preventive Maintenance Inspections
88%	Heavy Equipment Availability
97%	Police Cars Upfitted
97%	Administrative Fleet Availability
37%	Reduction in Transit Bus Mechanical Failures
23%	Reduction in Road Service Calls
125,195	Bus Services Completed
3	Centralized Motor Pools
6,740	Vehicle Reservations
20%	Reduction in Reported Injuries
100	Facility Safety Inspections Completed

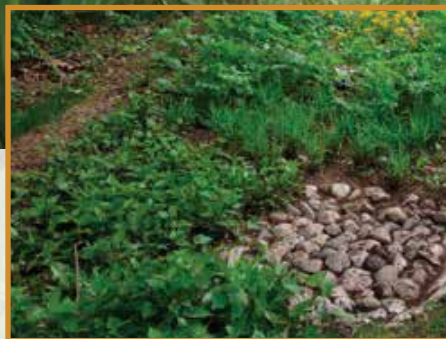




# ENVIRONMENTAL SUSTAINABILITY



Rain Garden





# ENVIRONMENTAL SUSTAINABILITY



Jane Lawton Community Center



Combined Heat Power System



Electric Car Charging Station

DGS STRIVES TO REDUCE the environmental impact of government operations while delivering superior service. We set the highest standards for sustainability, launch innovative initiatives to reduce costs, use renewable energy, conserve energy in our buildings and fleets, and plan sustainable strategies for our future. Sustainability is core to our fleet management, facilities maintenance, and building construction activities. Our Office of Energy and Sustainability coordinates sustainability initiatives to reduce the environmental impact across DGS and other County departments to ensure the County leads by example.

## Stats for Energy Consumption/ Vehicle Use Within the Fleet

**3,231** Fleet Vehicles

**3,400** Gallons of Gasoline  
Eliminated by  
Electric Vehicles

**1,185** Alternative Fuel  
Vehicles

**21** Battery Electric  
Vehicles

**37%** of the Fleet is an  
Alternative Fuel Vehicle

**3,700** Electric Vehicle  
"Charge-Ups"

**15** Level II Electric Vehicle  
Charging Stations

**30** Medium Duty  
Gas Cargo Vans  
Converted to Hybrid

**6.6** Million Gallons  
of Fuel Consumed

**42** Million Miles Driven

**1.7** Million Diesel Gallons  
Displaced by CNG

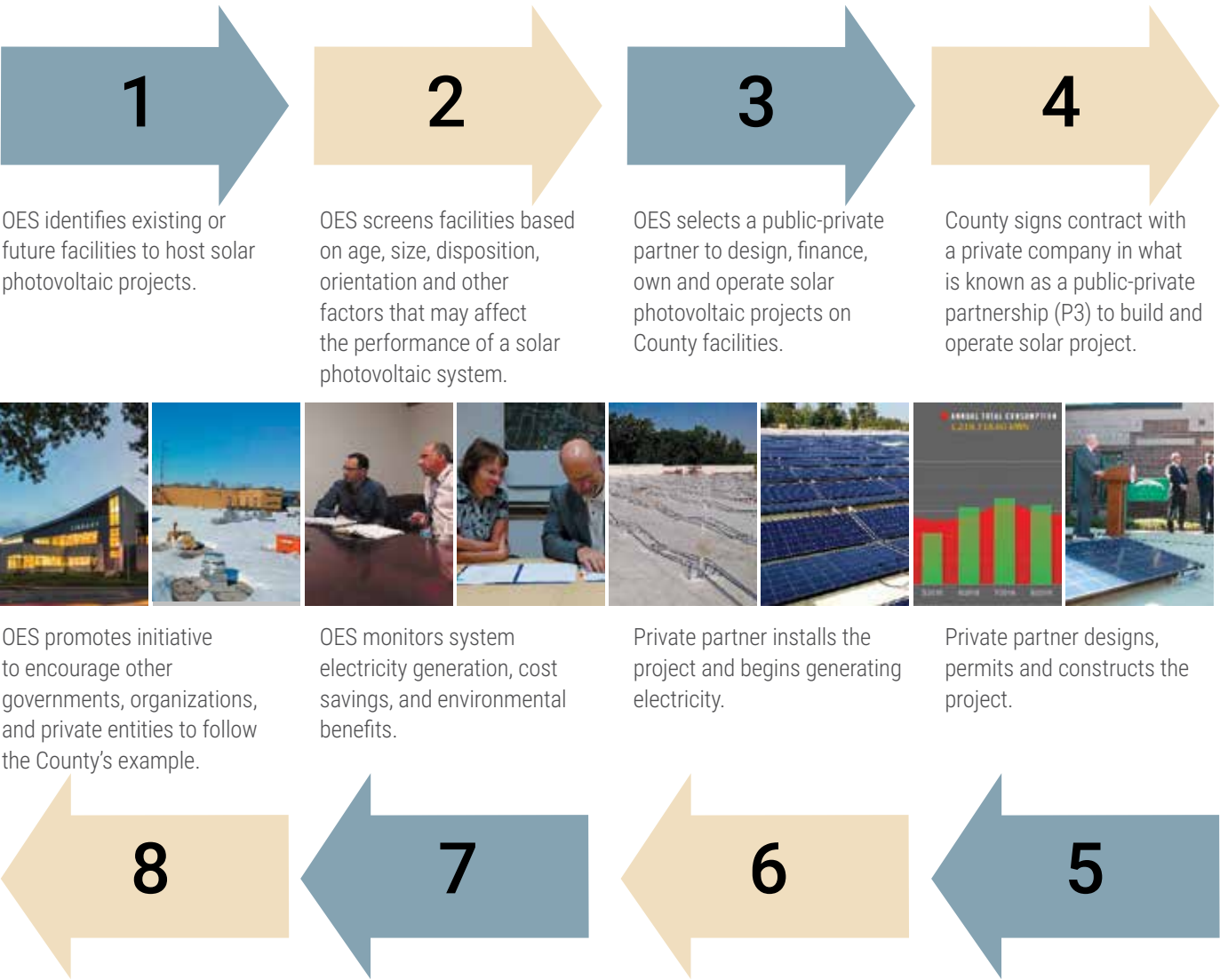


# ENVIRONMENTAL SUSTAINABILITY

## SOLAR ENERGY PROJECT EXAMPLE

THE OFFICE OF ENERGY AND SUSTAINABILITY (OES) leads the County’s efforts to install solar and other clean energy technologies on County facilities. OES identifies potential appropriate facilities, coordinates with County stakeholders, and works with local vendors to establish public-private partnerships to supply solar energy.

### Deploying Solar Power on County Buildings







Solar Terrace

## ENERGY AND SUSTAINABILITY ACCOMPLISHMENTS

- Completed seven solar projects totaling 1.6 megawatts (MW) in capacity.
  - › The County's overall initiative to be substantially completed in FY17, will include over 16 projects totaling 11 MW of solar energy, reducing County energy costs by \$15 million over the next 20 years.
  - › Received a National Association of Counties (NACo) award for solar installation at seven County facilities.
  - › Seven solar array projects produce enough energy to power over 161 homes.
- Provided 100% clean electricity to County facilities and electric vehicles.
- Reduced combined annual greenhouse gas emissions (GHG) of County buildings and fleets by 56% since FY11.
- The Office of Energy and Sustainability awarded \$467,250 in grants for energy savings and fuel projects in County facilities in FY16. For a total of \$1.8 million since FY11.
- Partnered with the U.S. Department of Energy's Combined Heat and Power for Resiliency Accelerator. The Accelerator brings together stakeholders from across the U.S. to identify opportunities to improve community resiliency to natural and man-made events through advanced on-site energy generation systems.
- Implemented "EnergyCap," a comprehensive energy and utility data management system to process County utility bills, identify savings opportunities,

track energy usage and improve performance.

- Installed a Combined Heat and Power (CHP) system at Pre-Release Center, reducing energy waste and greenhouse gas emissions by using natural gas to provide both electricity and heat to the facility.
- The County received over \$82,260 in utility incentives to offset the initial premium cost of energy-efficiency equipment in 2016.

DGS maintains the highest standards for environmental sustainability during every phase of our construction, redevelopment, infrastructure improvement and building projects. We design and build under the U.S. Green Building Council's (USGBC) Leadership in Energy and Environmental Design (LEED) sustainable design and construction guidelines to be resource efficient, use less water and reduce greenhouse gas emissions.

**5 Gold  
6 Silver**  
**LEED Certifications**  
achieved and/or in progress in construction.

LEED™ stands for Leadership in Energy and Environmental Design, and is a voluntary, consensus-based, market-driven green building rating system. It is based on existing, proven technology and evaluates environmental performance from a "whole building" perspective.

LEED™ is a self-certifying system designed for rating new and existing commercial, institutional, and multi-family residential buildings. There are four rating levels: Certified, Silver, Gold, and Platinum.

# COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION



Refurbished Twinbrook Library



# COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION



Western County Pool



Kensington Library



Hillandale Fire Station roof replacement

DGS DIVISIONS ENGAGE WITH COMMUNITIES from planning to ground-breaking through construction and maintenance to ensure citizens are engaged and that building and design respect the character of a community. DGS is committed to preserving community character, our county history, and archives while Montgomery County continues to grow.

The Division of Building Design and Construction (DBDC) plans, designs, and constructs County buildings to high performance standards to create valuable assets to serve citizens into the future.

## DBDC HIGHLIGHTS

**5** LEED Gold certifications

**6** LEED Silver certifications

**7** Grand Openings in FY2016 (see page 7)

**84** projects managed by DBDC of various sizes and complexities in FY16

**\$26 million** built a new Animal Shelter

**\$140 million** DGS completed the Government Core Facilities project including the new Judicial Center Annex

**\$400 million** The Smart Growth Initiatives is an award-winning comprehensive program initiated by the County Executive to relocate and replace aging and inadequate County facilities and to redevelop their old locations with transit-oriented development that better serves our community. DGS has completed or is near completion on all of the replacement County facilities and is in the process of redeveloping the former sites.

**DBDC PROJECT IMPLEMENTATION PROCESS**

THE DIVISION OF BUILDING DESIGN AND CONSTRUCTION (DBDC) is responsible for planning, designing, and constructing Montgomery County’s public buildings to high performance standards while paying close attention to citizens’ input, environmental and economic concerns.

DBDC is planning, designing and constructing many public buildings including fire stations, police stations, libraries, recreational facilities, civic buildings, service depots and parking garages. DBDC is committed to providing leadership which will foster conservation, protection and improvement of the environment by planning, designing, constructing and maintaining buildings that are energy efficient, environmentally friendly and resource-efficient.

The various stages involved in the construction of a public building are mapped out below to give our readers a better understanding of the entire process.





## DBDC PROJECT IMPLEMENTATION PROCESS

### SILVER SPRING LIBRARY

THE BUILDING AND CONSTRUCTION of the Silver Spring Library provides an example of DGS' core values in action. The award-winning building was designed and constructed as a public-private partnership, with environmental sustainability standards, and planned to be a valuable resource to promote community livability and county history.

Located in downtown Silver Spring, the new library occupies about 63,000 gross square feet on the top three floors of the approximately 90,000 gross square foot structure.

"This will be our first three-story library facility, in our most urban setting to-date," said Library Director Parker Hamilton. "We look forward to the completion of the adjoining housing facility and park; the eventual public-private partnership to operate the other parts of this wonderful new building; and a future Purple Line transit stop, which will complete this 21st-century urban campus designed for vital living, efficient use of space and environmental resources, and lifelong learning."



Silver Spring Library

### THE SILVER SPRING LIBRARY HAS RECEIVED THE FOLLOWING AWARDS:

- ▶ **Received a Design Excellence Award from NAIOP (Commercial Real Estate Development Association), October 2016**
- ▶ **Washington Contractors Best Public/Government Project Award, October 4, 2016**
- ▶ **Excellence in Construction by the Association of General Contractors**
- ▶ **Design Excellence in Architecture Award from the Maryland-National Capital Park and Planning Commission (M-NCPPC), October 2016**

"When we broke ground for this project, I said this building would be 'another cornerstone in the still unfolding character of Silver Spring. Now, seeing this amazing actual structure—I know that it will be just that, so, I am as excited as everyone here today to see the interior, for the first time, for what's on the inside—from the stacks to the staff—will be an educational cornerstone for anyone who walks through the doors.'"

—ISIAH LEGGETT  
Montgomery County Executive

## DBDC REFURBISHMENT PROJECTS

IN ADDITION TO NEW CONSTRUCTION, DGS continuously updates and refurbishes existing County facilities, such as libraries and fire stations. By partially renovating or refreshing the buildings rather than completely rebuilding them, DGS ensures the facilities continue to serve community needs and saves taxpayers money.

### TWINBROOK LIBRARY

- › Completed library refurbishment (refresh)

### KENSINGTON PARK LIBRARY

- › Completed library refurbishment (refresh)

### HILLANDALE FIRE STATION #12

- › Completed design and construction of roof replacement

### SANDY SPRING FIRE STATION #40

- › Started design and construction of roof replacement

### ROCKVILLE FIRE STATION #30

- › Completed design of roof replacement



Rockville Fire Station #30



Twinbrook Library

## LIBRARY REFRESH PROJECT AWARD

Montgomery County Public Libraries (MCPL) won the prestigious 2016 Top Innovator Award from the Urban Libraries Council, an organization that represents the largest library system in the United States and Canada.

“I am extremely proud of our library system and Director [Parker] Hamilton,” said Montgomery County Executive Isiah Leggett. “And I appreciate the fine work done by the Department of General Services in refreshing the buildings. This program ensures that our libraries have the flexibility and direction to continue to be a vital part of our community in the 21st century while saving taxpayers millions of dollars.”

MCPL won the award for its groundbreaking program to “refresh” library buildings as an alternative to completely rebuilding them. Under the former way of working with library buildings, it would take 32 years and \$203 million to renovate 16 Montgomery County library buildings as allowed under the County’s current Capital Improvement Program (CIP) budget. Under the “refresh” program, the total cost would be \$20 million for all 16 libraries.

The refresh program provides:

- updated technology for staff and the public;
- new furniture;
- improvements to the infrastructure with modernized restrooms and new electrical and data outlets;
- new carpeting and painting;
- improved access for people with mobility issues;
- important preventive maintenance like roof replacements, lighting retrofits and replacement of electrical or heating systems.



# COMMUNITY ENGAGEMENT, ENRICHMENT AND PRESERVATION



Strathmore Mansion



Red Brick Courthouse



Fleet Street Historic House

DGS ALSO PRESERVES COUNTY HISTORY and enriches communities through our renovation and maintenance of historical, arts and entertainment facilities throughout the county. For example, our Facilities Management supports Glen Echo Park, the Grey and Red Brick Courthouses, Round House Theater, Black Rock Theater, Strathmore Mansion and Concert Hall, Moneysworth Farm House, and Silver/Black Box theaters.

## HIGHLIGHTS OF 2016 PROJECTS INCLUDE:

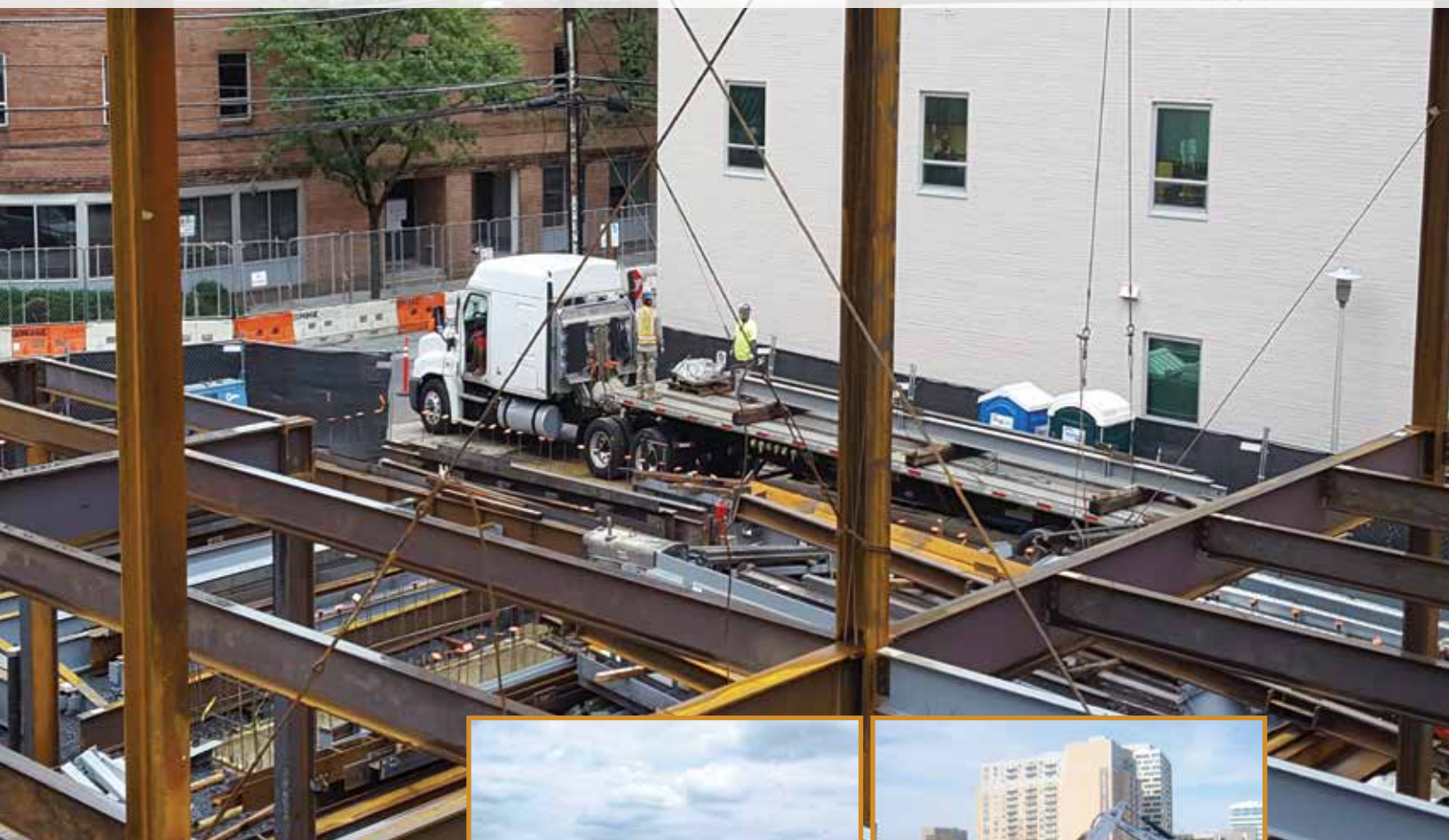
- Strathmore Mansion restoration
- Strathmore Concert Hall HVAC systems performance upgrade
- Fleet Street historic house renovations
- American Film Institute roof replacement
- Sale of the Germantown Bank Building to the Germantown Historical Society

## ARCHIVE AND RECORDS MANAGEMENT

DGS' Records Management program acts as the guardian of government records, protects documents for disaster recovery, and reduces environmental impact.

- Records Management and Imaging stored over 50,000 boxes of inactive records with over 100 million documents
- Scanned and digitally stored over 40 million files for disaster recovery
- Retrieved 3,360 record requests
- Recognized by the State of Maryland for leadership in electronic records management

# PUBLIC-PRIVATE PARTNERSHIPS



2nd District Police Station



Shady Grove West Side



Progress Place

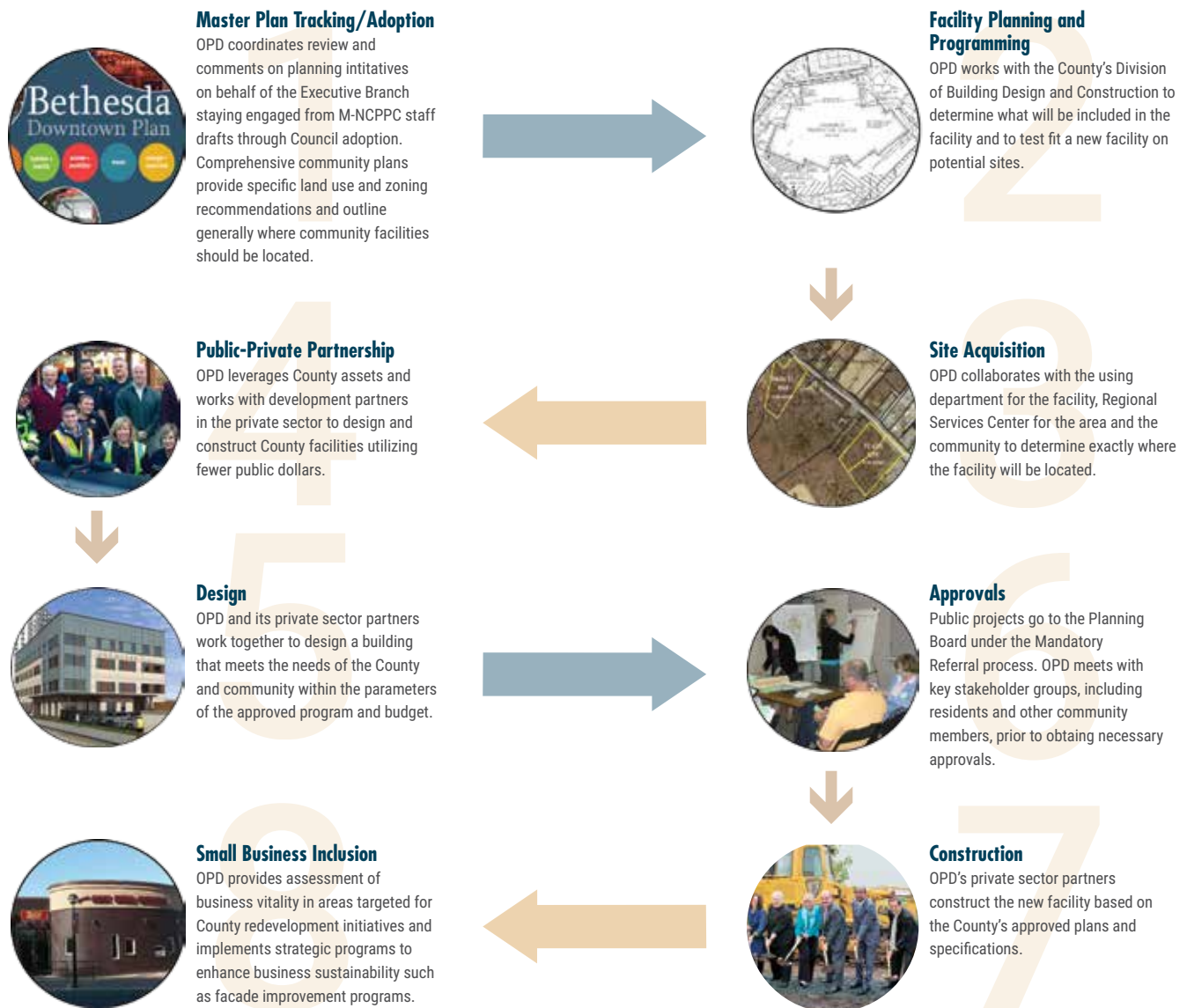


# PUBLIC-PRIVATE PARTNERSHIPS

The County's Smart Growth and public-private partnership initiatives focus on long-term environmental sustainability through strategic modernization and use of existing facilities, mass transit-oriented development, and land use and conservation. Through public-private partnerships, DGS is creating opportunities to work with the private sector to provide optimal use of County land and resources. We continue to develop strategic programs and facilitate redevelopment initiatives that enrich local communities.

The Office of Planning and Development (OPD) implements and manages the County's redevelopment projects. OPD creates and facilitates opportunities for public-private partnerships to leverage County assets and work with private sector development partners to reduce public spending on projects.

## LIFECYCLE OF AN OPD PROJECT



# PUBLIC-PRIVATE PARTNERSHIPS



Shady Grove Westside



County Service Park



Germantown Bank Building

## FY16 EXAMPLES OF OFFICE OF PLANNING AND DEVELOPMENT(OPD)/ PUBLIC-PRIVATE PARTNERSHIP (PPP) PROJECTS

- PROMOTE GOVERNMENT EFFICIENCY through co-location of several County service providers for low-income and homeless people, as well as housing for formerly homeless, at the new Progress Place in Silver Spring.
- LEVERAGE COUNTY ASSETS to deliver new County buildings at little or no out-of-pocket expense to the County including Progress Place and the 2nd District Police Station.
- ENRICH COMMUNITIES THROUGH PUBLIC-PRIVATE PARTNERSHIPS with new public investment including hiker/biker trails and sidewalks, pedestrian and vehicular connections to Metro and regional utility infrastructure at the former County Service Park.
- REDEVELOP SITE II IN EAST COUNTY to create a unique biomedical and biotechnology hub. The project will capitalize on surrounding community resources and workforce complemented with land uses that reflect the County's policy to encourage employment, community revitalization, and economic development.
- PARTNER WITH THE STATE AND LOCAL BUSINESS OWNERS to implement the Wheaton Façade Easement Program to improve and reinvest in existing commercial building exteriors in an environmentally friendly and sustainable manner.

## OTHER OPD ACCOMPLISHMENTS

- Site acquisition related to the new Clarksburg Fire Station #35.
- Tracking of and coordination with the Executive Branch on issues related to the Westbard Sector Plan, Bethesda Downtown Plan, Greater Lyttonsville Sector Plan and the Subdivision Staging Policy.
- Establish forest conservation banks of County land which create and preserve forested land in perpetuity.
- Through the Smart Growth Initiative, redevelop brownfield sites and create transit-oriented developments such as Shady Grove Westside and Jeremiah Park.
- Sale of the Germantown Bank Building in the Germantown historic district to the Germantown Historic Society to preserve local history.



# PROJECTS COMPLETED OR IN PROGRESS DURING FY17



Progress Place construction



Ross Boddy Community Recreation Center



Glenmont Fire Station

- **GLENMONT FIRE STATION 18:** The 23,133 gross square feet facility provides four drive through apparatus bays, support and maintenance spaces as well as storage allowing for a larger variety of equipment to be located at the new station.
- **NORTH POTOMAC COMMUNITY RECREATION CENTER:** provides for a 48,084 net square feet community recreation center and associated site of approximately 17 acres. The building will include typical elements such as a gymnasium, exercise room, social hall, kitchen, senior/community lounge, arts/kiln room, game room, vending space, conference room, offices, lobby, rest rooms, and storage space.
- **PROGRESS PLACE:** provides essential services to Silver Spring's low-income and homeless populations. The new facility includes 21 apartments for persons transitioning out of homelessness.
- **PUBLIC SAFETY TRAINING ACADEMY:** The new PSTA will house the specialized training programs for all new law enforcement officers hired by Montgomery County's Department of Police and Office of the Sheriff, Rockville City Police, Gaithersburg Police, Rockville City Police, Takoma Park Police, Chevy Chase Village Police, Maryland-National Capital Park Police-Montgomery County and the Office of the Fire Marshal.
- **ROSS BODDY COMMUNITY RECREATION CENTER:** The 27,400 square feet facility features a new gymnasium, regulation-size basketball court, kiln room, kitchen with upgraded equipment, vestibule, lobby, reception desk area and a renovated social hall.
- **2nd DISTRICT:** The County is leveraging the value of the current 2nd District Police Station site, on the corner of Wisconsin Avenue and just steps away from Metro, and formed a public-private partnership with Bethesda-based developer StonebridgeCarras, LLC who will deliver a new 38,000 square feet station with minimal public capital contribution.

## LOOKING FORWARD

## DELIVERING GREAT SERVICE

**Department of General Services**  
Montgomery County Government  
101 Monroe Street, 9th Floor  
Rockville, Maryland 20850  
(240) 777-6194  
[www.montgomerycountymd.gov/dgs](http://www.montgomerycountymd.gov/dgs)

